

ATTACHMENT E

Methods of Carrying Out New Jersey's Preference for Providing Services to Target Populations: Highlights of AAA Services

ATLANTIC:

- AAA Advisory Council selects representatives of the African American community to attend the Black Issues of Aging Conference. The AAA then uses this information to hold informational meetings with the community to discuss ways in which the AAA can improve services to this population.
- AAA coordinates and facilitates various services such as nutrition, social activities, and caregiver support for multicultural populations at the Jewish Older Adults Senior Center in Atlantic City which is also connected to the Health Clinic.
- AAA held this year's Public Hearing for the 2005 Area Plan in Spanish and English at an Adult Medical Day with a large Hispanic population. To target this group adequately, they prepared an 8-page outline of services in Spanish and English, as well as having a translator to speak in Spanish after the AAA spoke in English.
- AAA contracts with "Contact Cape Atlantic" for countywide telephone reassurance services. They provide regular daily telephone calls to homebound older adults to assure their well-being and safety, social interaction and psychological reassurance.
- AAA supplies produce vouchers to low-income and minority 60+ individuals for the yearly Senior Farmers' Market Program.

BERGEN:

- Provides funds for assisted transportation and caregiver support program serving both the caregiver and care recipient.
- Increased funding to "Friends of Grace Program" which provides care management to their increasing Korean population.
- Continue to add weekly frozen meal delivery routes to serve the homebound elderly.

BURLINGTON:

- Schedules ongoing APS training for AAA staff and their service providers to improve services to vulnerable adults.
- Utilizes Advisory Council member to translate literature for Asian church congregants to inform of available services and programs.
- Presentations to Korean Church Groups to inform of available programs and services.

CAMDEN:

- Focuses on service to the targeted populations by providing funds for a Hispanic Outreach Program.
- Hired a bilingual social worker to improve the quality of care management services to their large Hispanic population.
- Utilizes bilingual staff in Vietnamese to inform this population of available programs and services.

CAPE MAY:

- Works with all county service agencies to inform frail/vulnerable adults of available services to ensure that no one in need is without help.
- Provides community and in-home services such as home health aides and respite for frail adults as well as their caregivers.
- Continues to focus on Home Delivered Meals to homebound frail/vulnerable population.
- SHIP (State Health Insurance Program) volunteers are being placed in minority communities to provide information on current Medicare/Medicaid health insurance/care options.

CUMBERLAND:

- Collaborates with County 9-1-1 Emergency Services to provide frail/vulnerable adults with information and assistance in the event of a disaster. Special consent forms were distributed for older adults to authorize 9-1-1 to contact them in the event of a disaster. In addition, AAA purchased emergency kits for distribution.
- Established a Task Force on Elder Abuse with a focus on Hispanic elders. Task force members include representatives from Adult Protective Services, Perfil Latino (TV station), Assisted Living facilities, and other Hispanic Advocacy groups.
- Funds a Senior Fitness Program to provide training to a minimum of 40 trainers and leaders of senior citizen programs and groups which focus on exercise, physical fitness and strengthening of the capability of seniors to be mobile, flexible and physically fit.

ESSEX:

- InfoVans have been retrofitted with informational materials to provide information and assistance for minority and vulnerable seniors who have been unaware of the AAA's services.
- The AAA hosts a Senior Health & Wellness Day in the county that attracts hundreds of seniors, including large numbers of African American and Hispanic seniors.
- The AAA participates on an inter-hospital coalition within the county formed for the purpose of enrolling uninsured minority seniors in cancer screening and treatment programs.

GLOUCESTER:

- Provides extended health screening services at non-traditional sites and faith-based community sites.

HUDSON:

- AAA has extensive community service locations and minority service providers located in target areas throughout the county.

HUNTERDON:

- AAA maintains a strong volunteer program that expands services for its older adult consumers. Volunteers oversee the following programs that would not otherwise be available: Bill Payer Program, Mr. Fix-it Program, Income Tax Assistance Program, Grocery Shopper Program, SHIP (State Health Insurance Program), transportation services, and a trained volunteer to answer AAA phone during AAA staff meetings.

- AAA funds transportation services that reach targeted populations including those situated in remote locations. Through "The LINK," the county's transportation service, the AAA provides the county's senior citizens with nominal cost transportation to nutrition sites, medical appointments, senior centers, and food shopping as well as other miscellaneous destinations. Through "Medicaid Sedan Service," door-to-door transportation is provided for seniors who have doctor appointments within and outside the county.

MERCER:

- AAA offers Senior Farmers' Market vouchers to target low-income seniors. The annual trips to the Trenton Farmers' Market each summer includes a wide representation of low-income and minority seniors who can select a variety of fruits and vegetables from the farmers.
- AAA collaborates with the Interfaith Caregiver Project that employs Hispanic staff to target Hispanic seniors in need of in-home and support services.

MIDDLESEX:

- AAA care management workers, Information & Assistance staff, & Board of Social Services staff collaborate to improve efficiency, response time, and quality of services to meet the needs of frail older adults for in-home services.
- AAA recruits bilingual staff to better serve minority clients such as Asian Americans and Hispanic seniors.

MONMOUTH:

- Collaborates with minority and faith-based agencies that have bilingual staff to assist in targeting seniors who are vulnerable due to language barriers.
- Use Senior Information Vans to participate in functions such as special county events and special ethnic celebrations to reach African American, Asian, and Hispanic groups with information about available senior services.

MORRIS:

- The AAA is co-located on the grounds with the VA Healthcare Clinic, which encourages and facilitates easy access to services.
- Pro-Alert and Neighbor Alert Fax systems help neighbors communicate concerns regarding frail seniors in their neighborhood. Anonymous forms are distributed to senior clubs, firehouses, police departments, Emergency Medical Treatment (EMT) centers and sub-grantees to report by telephone or facsimile on seniors in need.
- Promotes and encourages senior clubs to assist in neighborhood outreach efforts with special attention to homebound seniors through friendly visits and phone contacts.
- County nutrition sites successfully target African American participation and have increased new attendees at congregate nutrition centers through creative and flexible service options.
- The AAA offers evening hours at Information and Assistance (I&A) centers one day each week in Hispanic neighborhoods, staffed by bilingual representatives.

OCEAN:

- Continues to increase volunteer home and respite services to the homebound and their caregivers.
- Provides the safest environment to frail/vulnerable adults by supplemental services such as home modifications and personal emergency response systems.
- Collaborated with the County Sheriff's Department in the "Project LifeSaver" a pilot program that locates a missing person suffering from Alzheimer's or related disorder by supplying them with a bracelet that has a separate radio transmitter that allows officers to hone in on the individual.
- Conducts regular meetings of representatives from the Area Agency on Aging, Board of Social services, Long Term Care Field Office, Adult Protect Services, Medicaid, NJ EASE Care Management to continue enhancements and development of senior initiatives.
- Continues to update inventory of resources, specifically in the areas of health, housing, social services, long-term care options and employment.

PASSAIC:

- Networks with hospital discharge planners to establish a continuum of care with community provider. Established related conference calls with hospital planners five times a year.
- Produces "Healthy Matters" a monthly health newsletter for homebound and at risk individuals. Coordinates efforts between municipal Advisory Councils and the County Senior Advisory Council to continue improving the needs of low-income individuals.
- Networks with healthcare facilities to enhance community service options.

SALEM:

- Provides outreach services to minority communities by utilizing the services of two minority providers, Nanticoke Lenni-Lenape Indian Council and Puerto Rican Action Committee.

SOMERSET:

- Continues to effectively screen and monitor depression in the elderly through in-home services programs.
- Developed a Chronic Disease Care Management Program, which identifies minority persons with congestive heart failure and/or diabetes and provides case management through monthly home visits by a registered nurse, pharmacist, dietitian, social worker or clergy.

SUSSEX:

- Coordinates and collaborates with the Office of Public Health Nursing, local hospitals and doctors to conduct health programs, including on-going blood pressure screenings.
- Continues to expand network capabilities by working with community providers and sister agencies such as with Sussex County Sheriff's Office to address fraud and abuse.
- Collaborates with other organizations in an effort to expand the Operation Medication Awareness Program with pharmacists and doctors for hearing and eye screening, blood pressure and consultation regarding medications.

UNION:

- Utilizes bilingual staff to do Information & Assistance and outreach at predominantly Hispanic areas.

WARREN:

- Continues to recruit volunteers to be trained for Money Management program to assist older adults in paying their bills and balancing their checkbooks.
- Maintains an active alliance with the county-based senior services network, area medical doctors and professionals on issues such as health and dietary needs of the elderly. Utilizes a bilingual social worker to provide outreach to the targeted Hispanic population.
- Continues to match seniors with other seniors as peer interpreters at Senior Nutrition Sites to overcome the language barrier for communication and obtaining senior services.